

**Westside Service Delivery Survey
FY 2003-04**

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
Street Transportation				
Street Maintenance Program	Provide for the safe use of public street and alleys through regular maintenance program.	Ride Comfort Index – 6.8 94% acceptable level Pavement Quality Indicator – 4.7	Ride Comfort Index – 6.9 97% acceptable level Pavement Quality Indicator – 4.7	<p>The Ride Comfort Index is determined through international methods and standards required by the federal government for eligibility for federal funds. Results are based on a sampling of streets throughout the city. A Ride Comfort Index Number of less than 5.0 is considered unacceptable. Generally, streets at unacceptable levels will be the highest priority for resurfacing unless scheduled for major reconstruction in the near future. Slightly higher acceptable levels citywide reflect new development.</p> <p>The Pavement Quality Indicator is comprised of three measurements: ride ability, structural adequacy, and surface conditions. A 10.0 is the highest pavement quality measurement. A Pavement Quality Indicator of 2 is considered unacceptable.</p>
Major/Collector Street Sweeping	Provide street sweeping of major and collector streets every two weeks.	100% of all major and collector streets are swept every two weeks.	100% of all major and collector streets are swept every two weeks	
Residential Street Sweeping	Provide Street sweeping of residential streets four time a year	100% of all residential streets are swept once a quarter.	100% of all residential streets are swept once a quarter	.
Scheduled requests for maintenance	Maintenance requests are received from several sources asking for street repairs/maintenance. Repairs/maintenance are completed within a certain period of workdays depending on the type and severity of the problem	4,149 requests 22% 88% completed on time	18,451 requests 86% completed on time	
Major/Collector Street Resurfacing	Maintenance of major/collector streets using various types of surface treatments to extend the life of asphalt pavements	47% treated since 1989	38% treated since 1989	Citywide numbers reflect newer development that does not yet need resurfacing.
Residential Street Resurfacing	Maintenance of residential streets using various types of surface treatments to extend the life of asphalt pavements	52% of quarter sections resurfaced since 1988.	26% of quarter sections resurfaced since 1988.	Citywide numbers reflect newer development that does not yet need resurfacing.
Alley dust proofing	Program to stabilize dirt alleys, to improve air quality, by cleaning and grading then applying asphalt and aggregate	18% of quarter sections dust proofed in last four years.	9% of quarter sections dust proofed in last four years	

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Street Modernization and Sidewalk Program	Upgrade existing local and collector streets that are lacking curb, gutter, and sidewalk.	53 Projects \$9.0 Million \$182,000/Sq. Mile.	248 projects \$51.0 Million over the last five years \$137,000/Sq. Mile	This program has prioritization systems to ensure that funds are being used effectively and efficiently. Many of these projects are initiated based on citizen requests. The prioritization factors include street classification, availability to right of way developed land use, existing condition, existing obstructions, neighborhood revitalization and other factors.
Adopt-A-Street Program	A program for corporations and civic groups who are interested in cleaning thoroughfares.	45% of arterials and collectors adopted since 1991.	48% of arterials and collectors adopted since 1991.	Program is dependent on community volunteerism.
Arterial Street Improvements	Program to reconstruct mile segments of arterial streets in an effort to reduce heavy traffic congestion and improve streets in critical need of repair. Program includes installation of curb, gutter, sidewalks, paving, landscaping, storm drainage system, street lighting and miscellaneous utility work.	21 Projects \$24.4 Million \$493,000/Sq. Mile	147 Projects \$171.5 Million over last five years \$461,000/Sq. Mile	Because most of the Westside Area is developed, the majority of the area's Arterial Streets have been constructed. Projects are selected based on a prioritization rating of 10 factors with up to 10 points for each factor. Rating factor include: continuity, service to land use, drainage, freeway connectivity, CIP coordination, congestion relief, air quality improvements, modal improvements, safety improvements and pavement condition.
Bridge Construction	Program to construct new bridges, widening excising bridges, or reconstruction or repair of deficient bridges in an effort to reduce heavy traffic.	6 Projects \$1.9 Million	23 Projects \$7.5 Million over last five years	Priorities for bridge construction and rehabilitation are based on the structural deterioration, traffic volume, and the amount of detour time and availability of detour routes.
Railroad Crossing Improvements	Program to upgrade railroad crossing protection devices and install durable, smooth-riding crossing surfaces	1 Project \$175,000	23 projects \$2.8 Million over the last five years	Projects dependent on railroad company repair schedule. Not all areas have railroad crossings.
Retrofit Program	This program provides upgrades on existing arterial streets in the city. Upgrades consist of landscape improvements and other aesthetic additions. Emphasis is placed on streets in developed areas with minimal landscaping that were improved prior to 1987.	11 Projects \$3.7 Million \$75,000/Sq. Mile	40 Projects \$10.7 Million over the last five years \$29,000/Sq. Mile	

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Major Trunk Lines	Program to install large diameter storm drain with connector pipes and catch basins to collect the storm water runoff	3 projects \$1.6 Million \$32,000/Sq. Mile	\$35 Projects \$15.1 Million over the last five years \$41,000/Sq. Mile	Because most of the Westside area is developed, the majority of the area's storm drains have been constructed. Large storm drains are usually constructed with the arterial street projects. Flood Control District joint funded projects include some storm drains in streets as well as major drainage channels and retention basins.
Detention Basins/Drainage Channels	Program to alleviate major flooding problems in areas prone to flooding. Detention basins provide storage for storm water during a major rainstorm where the surface and/or storm drain system is overloaded. Drainage channels divert flood waters into a predefined channel to minimize the impact of a large storm.	6 Projects \$7.7 Million \$156,000/Sq. Mile	26 Projects \$13.2 Million over the last five years \$35,000/Sq. Mile	
Miscellaneous Collector and Laterals (Local Drainage Program)	Program to resolve local drainage problems that have been identified by previous studies and through citizen input	23 Projects \$2.8 Million \$57,000/Sq. Mile	175 Projects \$24.1 Million over the last five years \$65,000/Sq. Mile	Projects are installed based on a number of factors including: safety, severity of flooding or drainage problem, frequency of drainage problem, maintenance effort, cost, ease of solution, and potential partners.
Traffic Signals	Determine need for and install traffic signals, left-turn arrows and other Intelligent Transportation System (ITS) technologies to address traffic congestion and enhance safety.	32 Projects \$1.1 Million \$22,000/Sq. Mile	223 Projects \$7.2 Million over the last five years \$19,000/Sq. Mile	The department is working on two major projects that include areas of the Westside Area: the ADOT Coordination of Signals along the I17 corridor and AZTEC Corridor along Indian School Road.
Street Markings/Signs	Determine need for and install traffic markings and signs to address traffic congestion and enhance safety	29% of stop sign requests over last five years resulted in sign installation	43% of stop sign requests over last five years resulted in sign installation	The majority of stop sign installations are related to new subdivisions.
Bikeways	Bikeway program provides a comprehensive system of bicycle facilities within the City. Bicycle facilities include on-street bike lanes, off-street paths, both paved and unpaved, as well as bridges and tunnels for safe street crossings.	4 Projects \$5.1 Million \$103,000/Sq. Mile	28 Projects \$12.8 Million over the last five years \$34,000/Sq. Mile	Westside results reflect installation of the Maryland and I17 bicycle bridge (\$4.8 Million).
Traffic Calming	Program to assist neighborhoods with traffic problems and allows neighborhoods to consider and install traffic mitigation devices	7 Projects \$499,000 \$10,000/Sq. Mile	32 Projects \$7.9 Million over the last five years \$21,000/Sq. Mile	Projects are contingent on neighborhood consensus.

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Street Lighting Mid-Block	Respond to requests from citizens to install streetlights in mid-block in an effort to deter crime in the area	31% of requests installed over last 6 years	40% of requests were installed over last 6 years	Requests may be denied due to inability to achieve proper spacing, inability of requestor to obtain necessary number of resident signatures, and resident denial of electrical easements on their property.
Neighborhood Traffic Management Team	Technical assistance provided to neighborhoods experiencing traffic problems. Assistance may involve Traffic Mitigation, Speed Humps, 4-Way Stop signs, Speed Watch, and other available resources.	389 Studies 228 Speed humps installed	2,050 Studies 1,238 Speed humps installed	Projects are contingent on neighborhood consensus.
Sidewalk Ramp Retrofit	Program to install sidewalk ramps	1,413 Sidewalk ramps installed over last 6 years 29/Sq. Mile 30% of all ramps over timeframe	4,763 sidewalk ramps installed over last 6 years 13/Sq. Mile	The total number of ramps need in the City is estimated 600,000